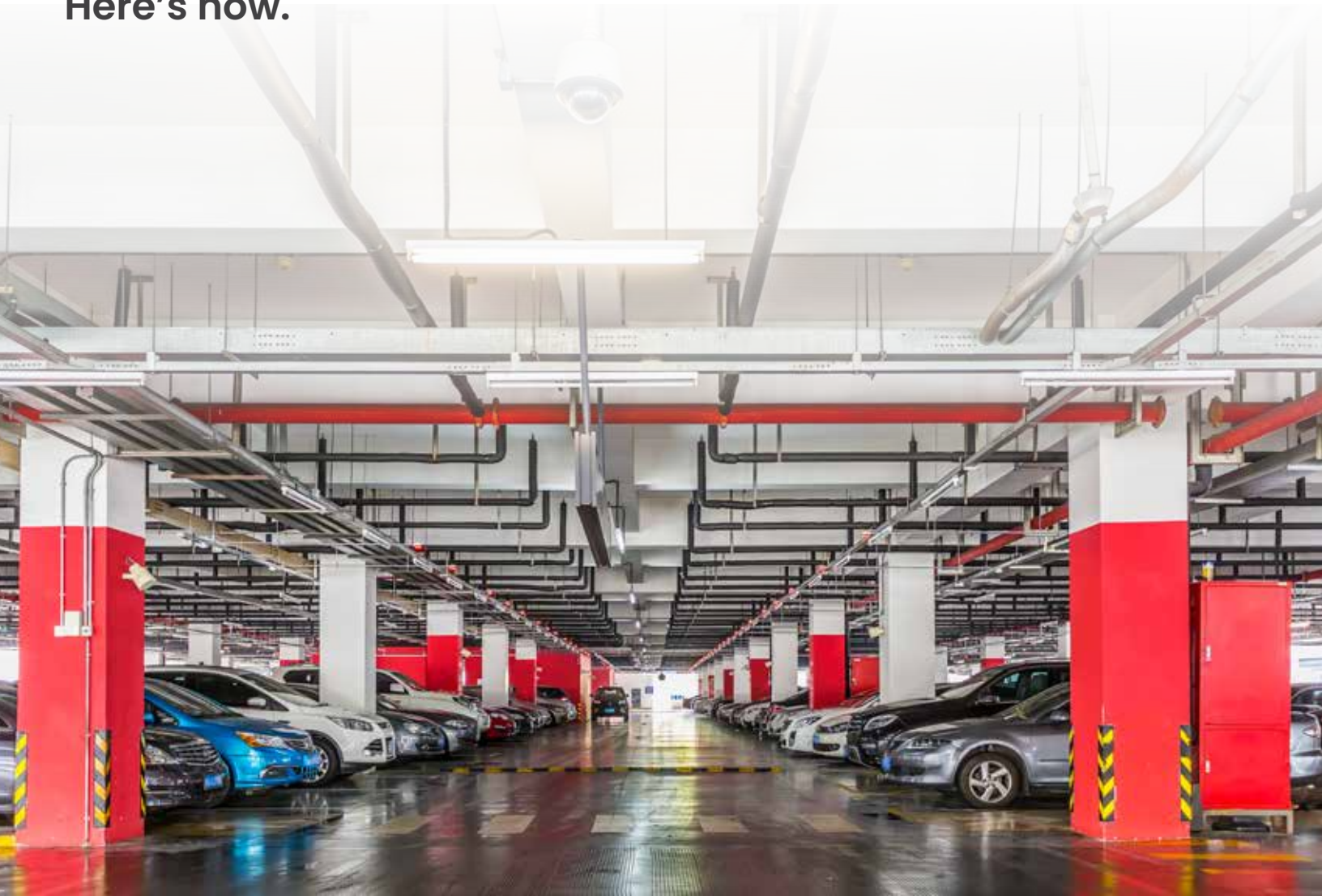


POLISHING EXISTING GARAGE MANAGEMENT SYSTEM FOR INCREASED EFFICIENCY AND RESILIENCE

Silverlight helped **GMC Parking** bring together expertise and a human-centered control design to restructure its garage management workflow.

Here's how.



Challenges

➔ Embracing come-of-age tech- The need of the hour for GMC Parking

As a functional parking garage management company with multiple locations across New York City and Manhattan, in the USA, GMC Parking has carved a niche for themselves. Nevertheless, their growth brought in its trail a string of challenges in managing their business operations efficiently. Chief issues the company was up against included :

- **High Operating Costs** arising out of manual, outdated tech, thereby accounting for system errors leading to recurring episodes of frustration.
- **Low Customer Satisfaction** as a direct result of long waiting, confusion with payment process, and impromptu customer support.
- **Outdated Tech** seemingly incapable of meeting changing needs of the business.

By restructuring and streamlining the garage management process, GMC Parking could do a lot better across customer interactions day in and out.



Solution

➔ Building a holistic and rewarding system

GMC Parking needed a way to update their existing systems by taking a step forward to work with next-gen tech that transcends conventional solutions. Harnessing the power of SAP Business One, we at Silver Touch Technologies helped GMC instill automation to find a way out of chaos and smartly manage parking workflow for multiple locations.

Our solution included:

- Redesigning a new Garage Management System with singular focus on streamlining existing modus operandi and error handling capability.
- Incorporating a new Payment System Gateway with greater room for mobile payments coupled with self-operating kiosks that would dramatically bring down waiting time and thereby add more smiles coming from customers.
- Upgrading the way Customer Support works was a significant game changer to ease communication for real-time issues that needed on the spot resolutions.



Impact

Silver Touch made it possible to transcend system efficiency scores and customer delight metrics for GMC Parking. Our forward-thinking approach using SAP Business One helped GMC Parking re-strategize, re-design, and subsequently put things to test across multiple parking locations.

And here's how things went:

15% Reduction in Operating Costs

Thanks to the new garage management software doing the heavy lifting while manual processes took a backseat and operations looking more streamlined. Additionally, the reporting and analytics feature in SAP Business One improved accuracy in revenue tracking, thereby reducing revenue loss due to system errors by as much as 10%.

35% More Happy Customers

Now, that's something ! As a company with innovation at its center, we couldn't be happier to witness our newly designed systems for both payment solutions and customer support doing good within a few months of implementation.



50% Increased Efficiency in Data Management

The implementation of new garage management powered by SAP Business One was a significant step towards modernizing GMC Parking's systems. It allowed the company to effectively meet changing demands of customers, considering the fact that people are always in a hurry to park their car with safety as the paramount concern. Silvertouch's newly designed payment systems certainly brought about the much-needed change to automate payments receiving process as it brought down the error percentage by as much as 20% thus offering a cue to boost accuracy in revenue tracking.

Silver Touch Making Garage Management Faster with SAP Business One

As a renowned IT solution provider. Silver Touch has a global reputation for delivering cutting-edge digital transformation and emerging technology services to customers worldwide.

Lets Talk



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